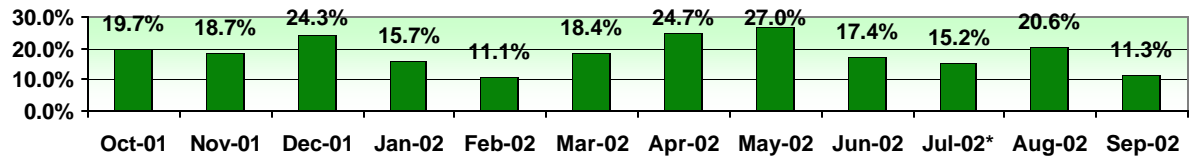


# QC/QA NEWSLETTER

## WRAP-UP OF FOOD STAMP QC PAYMENT ERROR RATE FEDERAL FISCAL YEAR 2002



\* Readjusted

## ANATOMY OF THE FFY 2002 QUALITY CONTROL SAMPLE

	DOLLARS	%	CASES	%
SAMPLE SELECTED			524	
CASES DROPPED			141	
CASES COMPLETED	\$71,777	100.0%	383	100.0%
CASES CORRECT	\$58,068	81.0%	258	67.1%
CASES IN ERROR*	\$13,672	19.0%	126	32.9%
✓ INELIGIBLE	\$2,449	17.9%	15	11.9%
✓ OVERISSUANCE	\$7,401	54.1%	71	56.3%
✓ UNDERISSUANCE	\$3,822	28.0%	40	31.8%
AGENCY ERRORS	\$8,105	59.3%	78	61.9%
PARTICIPANT ERRORS	\$5,567	40.7%	48	38.1%



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ERROR CLASSES	CASES	%
Earned Income	37	29.4%
Shelter Deduction	31	24.6%
Unearned Income	24	19.0%
Household Composition	23	18.2%
Citizen/Non-Citizenship Status	6	4.8%
Other	5	4.0%
<b>Total</b>	<b>126</b>	<b>100.0%</b>

## QC ERRORS - FOOD STAMPS

### STANDARD UTILITY ALLOWANCE

Los Angeles County is consistently cited with errors related to the Standard Utility Allowance (SUA). A recent error was cited because DPSS incorrectly allowed the SUA when the participant reported that utilities were included in her rent. To prevent this kind of error, review shelter and utility costs on all documents to determine whether the SUA is separate from the shelter costs or not. If the participants do not report utility expense, ask if they have this expense. If not, ask if they incur telephone or cell phone expenses. Telephone and cell phone expenses can be allowed if the participant does not have other utility expenses. Telephone and SUA expenses can never be combined.